

# **City & Guilds Level 2 Diploma for Hair Professionals - Barbering (7002-07)**

**July 2023 (Version 1)**

**Qualification Handbook**

## Qualification at a glance

<b>Subject area</b>	Hairdressing
<b>City &amp; Guilds number</b>	7002
<b>Age group approved</b>	16-19, 19+
<b>Entry requirements</b>	None
<b>Assessment types</b>	Portfolio, Multiple Choice test, Short Answer Questions
<b>Approvals</b>	Fast track approval
<b>Support materials</b>	Fast track approval forms; Candidate logbook; Qualification handbook
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds qualification number	Ofqual accreditation number
City & Guilds Level 2 Diploma for Hair Professionals - Barbering	520	644	7002-07	603/1380/8

Version and date	Change detail	Section
Ver 1 July 2023	Initial input of data	

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# 1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	<p>The Level 2 Diploma for Hair Professionals - Barbering is a newly created qualification based on employer needs and has been designed by employers for learners wishing to gain an occupational qualification within the industry.</p> <p>The Diploma can lead to the achievement of the Barbering Professional Apprenticeship standard ST1273 v1.0 published in May 2023, or be delivered as a standalone qualification.</p> <p>This a qualification designed for learners who are at least 16 years old and who wish to develop the skills and knowledge needed to begin to work as a Barber. They may have previously completed a Level 1 qualification in the relevant subject area. Learners wishing to complete these qualifications will be doing so as an employed, apprentice in a real work environment.</p>
What does the qualification cover?	The Diploma covers all of the core knowledge and skills needed to become a competent Barber.
What opportunities for progression are there?	<p>Learners achieving the Diploma for Hair Professionals – Barbering can gain employment in a salon as a Barber, carrying out day to day tasks such as:</p> <ul style="list-style-type: none"><li>• customer service</li><li>• shampooing hair</li><li>• cutting hair</li><li>• preparing for shaving services</li><li>• cutting facial hair.</li></ul>
Who did we develop the qualification with?	The Level 2 Diploma for Hair Professionals - Barbering has been newly created based on employer need and designed by employers aligned with the ST1273 v1.0 Barbering Professional standard.
Is it part of an apprenticeship framework or initiative?	The Level 2 Diploma for Hair Professionals – Barbering 7006-07 is a gateway requirement for ST1273 v1.0 Barbering Professional standard.

## Structure

To achieve the **Level 2 Diploma for Hair Professionals - Barbering**, learners must achieve six mandatory units: 201, 202, 209-212.

City & Guilds unit number	Unit title	GLH
<b>Mandatory</b>		
7002-201	Consultation	63
7002-202	Shampoo, condition and treat the hair and scalp	40
7002-209	Cutting hair using barbering techniques to create a variety of looks	180
7002-210	Style and finish men's hair	45
7002-211	Cut facial hair into shape	82
7002-212	Provide shaving services	110

## Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
City & Guilds Level 2 Diploma for Hair Professionals - Barbering	520	644

## 2 Centre requirements

### Approval

If your Centre is approved to offer the qualification 6008-04 or 7002-03 Level 2 NVQ Diploma in Barbering or 6008-05 Level 3 NVQ Diploma in Barbering, then you can apply for the new 7002-07 Level 2 Diploma for Hair Professionals - Barbering approval using the fast track approval form, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

### Resource requirements

#### *Centre staffing*

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

The assessor and IQAs must:

- hold, or be working towards a valid assessors' qualification based on LSIS, formally LLCC, Learning and Development National Occupational Standards (2010)
- hold an NVQ in Barbering at Level 3 or equivalent
- have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.
- undertake a minimum of 50 hours CPD per annum of which 30 hours applied practical skills in a commercial environment (1<sup>st</sup> September – 31<sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the centre they work for. The other 20 hours could be from a range of activities such as:
  - Standardisation meetings
  - Updating knowledge or skills through the internet, television and other media
  - Industrial updating through visits, placements, secondments or shadowing
  - Attending briefings by awarding bodies and colleagues

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Please refer to the Assessor Guide document for details on the role of the supervisors and managers as witnesses.

## **Learner entry requirements**

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

## **Age restrictions**

City & Guilds cannot accept any registrations for learners under 16 as these qualifications are not approved for learners under 16.

## **Quality assurance**

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance of the qualification.

Full details and guidance on the internal and external quality assurance requirements and procedures are provided in *City & Guilds centre manual* and *Our quality assurance requirements*. This document also explains the tasks, activities and responsibilities of quality assurance staff.

### ***External quality assurance***

External quality assurers (EQA) are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that there is validity, reliability and good practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- carry out quality assurance activities to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and City & Guilds.

External quality assurance for the qualifications will be provided by the usual City & Guilds quality assurance process.

### 3 Delivering the qualification

#### Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

#### Support materials

The following resources are available for these qualifications:

Description	How to access
Fast track approval forms	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Candidate logbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Assessor Guide	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Question papers and mark scheme	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

#### Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds premium logbooks can be ordered from the Walled Garden ([www.walledgarden.com](http://www.walledgarden.com)).

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: [www.cityandguilds.com/eportfolios](http://www.cityandguilds.com/eportfolios).



## 4 Assessment

### Summary of assessment methods

To achieve the qualification candidates must:

- have a completed portfolio of evidence for each unit
- have achieved/completed the essential knowledge and understanding requirements

The qualification is assessed by centre assessors and is pass/fail only.

### Assessment

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross unit knowledge	Online test OR short answer question test	Online test number <b>690</b> Short answer papers and marking guides available on City & Guilds website
201	Consultation	Portfolio and Online test OR short answer question test	Online test number <b>601</b> Short answer papers and marking guides available on City & Guilds website
202	Shampoo, condition and treat the hair and scalp	Portfolio and Online test OR short answer question test	Online test number <b>602</b> Short answer papers and marking guides available on City & Guilds website
209	Cutting hair using barbering techniques to create a variety of looks	Portfolio and Online test OR short answer question test	Online test number <b>609</b> Short answer papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
210	Style and finish men's hair	Portfolio and Online test OR short answer question test	Online test number <b>610</b> Short answer papers and marking guides available on City & Guilds website
211	Cut facial hair into shape	Portfolio and Online test OR short answer question test	Online test number <b>611</b> Short answer papers and marking guides available on City & Guilds website
212	Shaving services	Portfolio and Online test OR short answer question test	Online test number <b>612</b> Short answer papers and marking guides available on City & Guilds website

## 5 Assessment strategy

The assessment strategy for this qualification has been produced in partnership with industry, awarding organisations and Habia.

It outlines the principles and requirements to be applied to assessment of performance and competence, and knowledge and understanding for this qualification. All of the information from the strategy can be found in the Qualification Handbook and the Assessor Guide documents, in addition a full copy of the strategy can be downloaded from the Habia website.

The strategy specifies the evidence requirements for each unit. These are included in the supporting evidence section of each unit in the handbook.

The strategy specifies that candidates **must sit externally set questions** for the following units:

City & Guilds Unit Number	Level	Unit Title
690	2	Cross unit knowledge test
201	2	Consultation
202	2	Shampoo, condition and treat the hair and scalp
212	2	Shaving services

City & Guilds has also produced assessments for all the remaining units.

For more information on how this qualification is assessed, please refer to the Assessor Guide document.

## 6 Units

### Availability of units

All of the units can be found in this document.

### Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Learning outcomes, which are comprised of a number of assessment criteria

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use. This may be covered by a practical demonstration (e.g. video). For the practical assessments for this qualification, centres should ensure that there are sufficient resources to complete the task but are not required to use all the equipment or commodities in the range.

### Units

The qualifications comprise of a number of **units**. A unit describes what is expected of a competent person in particular aspects of his/her job.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **assessment criteria** (performance, and knowledge and understanding) which specify the desired criteria that have to be satisfied before an individual can be said to have performed to the agreed standard. The practical and knowledge requirements from the National Occupational Standards are mapped to each assessment criteria.

**Range** statements define the breadth or scope of a learning outcome and its assessment criteria by setting out the various circumstances in which they are to be applied. There are two types of range: practical and knowledge. Practical range is specific to learning outcome which assess competence/practical skills. Knowledge range is specific to learning outcomes which assess knowledge and understanding. All of the units are underpinned with expected values and behaviours. These are detailed in Appendix 1.

## Unit 201

## Consultation

<b>Unit level:</b>	2
<b>GLH:</b>	60
<b>Unit aim:</b>	<p>The apprentice will be able to: Creatively assess the client's requirements; examine the hair, skin and scalp; facial characteristics including face shape, skin tone, hair colour, lifestyle and suitability; conduct visual checks and any necessary tests on the hair, skin and scalp; advise clients on services or products; identify the client's hair characteristics and hair classification; and advise clients on hair maintenance and management.</p> <p>The apprentice will know and understand: Visual aids for client consultation; salon procedures and manufacturers' instructions for conducting tests; the types and purposes of tests; how lifestyle factors limit or affect services; incompatibility of previous services and products used; hair, skin and scalp problems; suspected infections or infestations; hair characteristics and classifications; basic structure of hair and skin; the growth cycle of hair; services or products available for use in the salon or for retail; legal responsibilities; and salon pricing structures.</p>
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

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### **Learning outcome**

1. Identify the requirements of the client

### **Practical skills**

#### **You must be able to:**

- 1.1 Carry out consultation services
  - a. consult with your client to determine their requirements
  - b. allow your client sufficient time to express their wishes
  - c. ask relevant questions in a way your client will understand
  - d. use visual aids to present clients with suitable alternative ideas to help them reach a decision
  - e. encourage your client to ask about areas of which they are unsure
  - f. identify and confirm your client's wishes for services and products

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### **Range**

#### **(1.1) Client:**

- new
- regular

#### **(1.1 f) Identify:**

- question
  - observation
- 

### **Learning outcome**

2. Examine the hair, skin and scalp

### **Practical skills**

#### **You must be able to:**

- 2.1 Apply safe and hygienic methods of working throughout services
  - a. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- 2.2 Carry out relevant tests
  - a. conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
  - b. identify from your client's previous records, when available, any factors likely to affect future services
  - c. promptly identify and report any problems which cannot be dealt with to the relevant person

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### **Range**

#### **(2.2 b) Factors that limit or affect services:**

- adverse hair, skin and scalp conditions
  - incompatibility of previous services and products used
  - client's lifestyle
-

- test results
- hair classification

**(2.2 c) Problems:**

- suspected infections
  - suspected infestations
  - Hair characteristics:
  - hair density
  - hair texture
  - hair elasticity
  - hair porosity
  - hair condition
  - hair growth patterns
- 

**Learning outcome**

3. Advise your client and agree services and products

**Practical skills**

**You must be able to:**

3.1 Provide clients with advice and recommendations

- a. make recommendations on the outcomes of your identification of your client's hair characteristics and their hair classification
  - b. explain how their hair characteristics may impact on the hairdressing services in a way your client can understand
  - c. agree services, products and outcomes that are acceptable to your client and meet their needs
  - d. state the likely cost and duration of the agreed products and services to your client
  - e. conduct all communications with your client in a manner that maintains goodwill, trust, confidentiality and privacy
  - f. give your client advice and recommendations on the service provided
- 

**Range**

**(3.1 a) Hair classification:**

- Type 1 – Straight Hair
- Type 2 – Wavy Hair
- Type 3 – Curly Hair
- Type 4 – Very Curly Hair

**(3.1 f) Advice and recommendations:**

- how to maintain their look
  - time interval between services
  - present and future products and services
-

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## Learning outcome

4. Know how to identify the requirements of the client

## Knowledge and understanding

### You will know and understand:

- 4.1 Describe how to communicate effectively when carrying out consultation services
- why effective communication is important for your salon's business
  - how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
  - the questioning and listening skills you need in order to find out information
  - why it is important to encourage and allow time for clients to ask questions
- 4.2 Explain the importance of following current relevant legislation
- salon rules for maintaining confidentiality and privacy
  - the importance of not discriminating against clients with illnesses and disabilities and why
- 4.3 The different types of visual aids that can support client consultation
- 

## Range

### (4.2) Health and safety:

Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- Data Protection Act
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act (replaced in June 2014 by Consumer Contract Regulations)
- Trade Descriptions Act
- Consumer Protection legislation



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## Learning outcome

5. Know how to examine the hair, skin and scalp

## Knowledge and understanding

### You will know and understand:

5.1 Outline responsibilities for health and safety in own role

- a. your responsibilities under current relevant health and safety legislation, standards and guidance such as health and safety at work act and other relevant legislation
- b. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
- c. salon procedures and manufacturers' instructions in relation to conducting tests

5.2 Describe when and how tests are carried out

- a. how and when tests are carried out on hair

5.3 Explain how test results influence services

- a. the importance of carrying out tests and the potential consequences of failing to do so

5.4 Explain why it is important to identify factors that may limit or affect services

- a. why it is important to identify factors that may limit or affect services and products which can be used

5.5 Explain how factors may limit or affect services and choice of products

- a. how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients

5.6 Describe how to recognise hair, skin and scalp problems and necessary actions to take

- a. how to recognise hair, skin and scalp problems
- b. how to identify suspected infections and infestations which need reporting which need reporting and who to report them to

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## Range

### (5.4, 5.5) Factors that limit or affect services:

- adverse hair, skin and scalp conditions
- incompatibility of previous services and products used
- client's lifestyle
- test results
- hair classification

### (5.6 a) Problems:

- suspected infections
- suspected infestations
- hair characteristics:
- hair density
- hair texture
- hair elasticity
- hair porosity
- hair condition

- hair growth patterns
- 

### **Learning outcome**

6. Know how to advise your client and agree services and products

### **Knowledge and understanding**

**You will know and understand:**

- 6.1 Identify the different hair characteristics and classifications
    - a. the different types of hair characteristics
    - b. the different hair types of hair classifications
  - 6.2 Describe the basic structure of hair and skin
    - a. the basic structure of hair and skin
  - 6.3 Describe the growth cycle of hair
    - a. the growth cycle of hair
  - 6.4 Explain the services and products available for use in your salon
    - a. the services and products available for use in your salon
  - 6.5 Explain your legal responsibilities for describing the features and benefits of products and services
    - a. your legal responsibilities for describing the features and benefits of products and services
  - 6.6 Describe your salon's pricing structure
    - a. your salon's pricing structure
  - 6.7 Describe how to calculate the likely charge for services
    - a. how to calculate the likely charge for services
  - 6.8 Explain the importance of providing clients with advice and recommendations
    - a. the importance of giving the client realistic expectations
    - b. the importance of providing advice and recommendations on the products and services provided in the salon
- 

### **Range**

**(6.1 b) Hair classification:**

- Type 1 – Straight Hair
- Type 2 – Wavy Hair
- Type 3 – Curly Hair
- Type 4 – Very Curly Hair

**(6.8) Advice and recommendations:**

- how to maintain their look
  - time interval between services
  - present and future products and services
  - consumer Protection legislation
-

### Supporting Information

#### ***Evidence requirements (Barbering)***

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.
3. Your Assessor will observe these aspects of your performance as part of all technical observations and will be recorded on **at least 3 occasions. These recorded observations must cover:**
  - 202 Shampoo, condition and treat the hair and scalp
  - 209 Cutting hair using barbering techniques
  - 210 Style and finish men's hair
  - 211 Cut facial hair into shape
  - 212 Shaving services
4. From the range, you must show you have:
  - consulted with **new and regular** clients
  - used **all** means of identifying clients' wishes
  - adapted your advice to take into account the factors limiting or affecting services
  - have identified or can describe the problems
  - have taken into account **all** hair characteristics
  - worked on **3 of the 4** hair classifications
  - have consulted with new and regular clients
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

Skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

## Unit 202

## Shampoo, condition and treat the hair and scalp

<b>Unit level:</b>	2
<b>GLH:</b>	40
<b>Unit aim:</b>	<p>The apprentice will be able to: Use products and tools; use massage techniques; and use shampoo and conditioning products.</p> <p>The apprentice will know and understand: How shampoos and conditioning products affect the hair and scalp: when and how to use different massage techniques; and the various effects of conditioning treatments</p>
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Learning outcome

1. Apply safe working practices when shampooing, conditioning and treating the hair and scalp

### Practical skills

You will be able to:

- 1.1 Prepare for shampooing, conditioning and treatment services
  - a. prepare your client to meet salon's requirements
  - b. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- 1.2 Apply safe and hygienic methods of working throughout services
  - a. maintain your responsibilities for health and safety throughout the service
  - b. wear personal protective equipment, if required
  - c. position your client to meet the needs of the service without causing them discomfort
  - d. ensure your own posture and position whilst working minimises fatigue and the risk of injury
  - e. keep your work area clean and tidy throughout the service
  - f. use working methods that minimise the risk of damage to tools
  - g. use working methods that minimise the risk of cross-infection
  - h. use working methods that ensure the use of clean resources
  - i. use working methods that minimise the risk of harm or injury to yourself and others
  - j. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - k. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

- l. dispose of waste materials
  - 1.3 Carry out shampooing, conditioning and treatment services
    - a. protect your client's clothing throughout the service
    - b. use working methods that make effective use of your working time
    - c. use working methods that promote environmental and sustainable working practices
    - d. complete the service within a commercially viable time
- 

### **Range**

#### **(1.2) Health and safety:**

Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

- Health and Safety at Work Act
  - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
  - The Health and Safety (First Aid) Regulations
  - The Regulatory Reform (Fire Safety) Order
  - The Manual Handling Operations Regulations
  - The Control of Substances Hazardous to Health Regulations (COSHH)
  - The Electricity at Work Regulations
  - The Environmental Protection Act
  - The Management of Health and Safety at Work Regulations
  - The Health and Safety (Information for Employees) Regulations
- 

### **Learning outcome**

- 2. Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services

### **Knowledge and understanding**

- 2.1 Outline own responsibilities for health and safety
    - a. your responsibilities for health and safety as defined by any specific legislation covering your job role
    - b. the range of protective clothing that should be available to yourself and clients
    - c. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
  - 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
    - a. the hazards and risks which exist in your workplace and the safe working practices which you must follow
  - 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
    - a. your salon's requirements for client preparation
    - b. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
    - c. the different types of working methods that promote environmental and sustainable working practices
-

- d. the correct methods of waste disposal

- 2.4 Describe contact dermatitis and how it can be prevented
    - a. what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services
  - 2.5 Explain the importance of questioning clients prior to and during services
    - a. the importance of questioning clients to establish any contra-indications to hair and scalp treatment services
  - 2.6 State the importance of preventing cross-infection and cross-infestation
    - a. why it is important to keep your work area clean and tidy
    - b. why it is important to avoid cross-infection and infestation
    - c. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
    - d. methods of cleaning, disinfecting and sterilisation used in salons
- 

### **Range**

#### **(2.1 a) Health and safety:**

Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

- Health and Safety at Work Act
  - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
  - The Health and Safety (First Aid) Regulations
  - The Regulatory Reform (Fire Safety) Order
  - The Manual Handling Operations Regulations
  - The Control of Substances Hazardous to Health Regulations (COSHH)
  - The Electricity at Work Regulations
  - The Environmental Protection Act
  - The Management of Health and Safety at Work Regulations
  - The Health and Safety (Information for Employees) Regulations
- 

### **Learning outcome**

3. Shampoo, condition and treat the hair and scalp

### **Practical skills**

The learner will be able to:

- 3.1 Consult with clients about services and outcomes of tests
    - a. ask your client questions to identify if they have contra-indications to hair and scalp treatment services
  - 3.2 Select suitable products, tools and equipment
    - a. use products, tools and equipment suitable for your client's hair condition and scalp condition
  - 3.3 Carry out shampooing, conditioning and treatment services
    - a. adapt your shampooing massage techniques to meet the needs of your client's hair length and density and hair condition and scalp condition
-

- b. adapt your shampooing massage techniques to ensure your client's comfort
  - c. adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
  - d. comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
  - e. apply conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
  - f. adapt your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions
  - g. monitor and time the development of the conditioning product and apply heat at the correct temperature, if required
  - h. remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle
  - i. leave your client's hair and scalp clean and free from conditioning products, if required, and free of excess water
  - j. comb through your client's hair without causing damage to the hair and scalp
- 3.4 Provide clients with advice and recommendations on the service(s) provided
- a. give your client advice and recommendations on the service provided
- 

### **Range**

#### **(3.3 a, 3.3 a, 3.3 f) Hair condition:**

- damaged
- product build up
- normal
- oily
- dry

#### **(3.3 a, 3.3 a, 3.3 f) Scalp condition:**

- dandruff affected
- oily
- dry
- product build up
- normal

#### **(3.3 a, 3.3 b) Shampooing massage techniques:**

- effleurage
- rotary
- friction

#### **(3.2) Conditioning products:**

- surface
- penetrating
- scalp treatment

#### **(3.3f) Conditioning massage techniques:**

- effleurage
- petrissage

#### **(3.4) Advice and recommendations:**

- correct detangling techniques
- suitable shampoos, conditioning products
- time interval between services
- present and future products and services



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## Learning outcome

4. Know how to shampoo, condition and treat the hair and scalp

## Knowledge and understanding

You will know and understand:

- 4.1 Explain hair and scalp conditions and their causes
  - a. how to identify hair and scalp conditions and their causes
  - b. how and why the contra-indications can affect the service
  - c. how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products
- 4.2 Explain the science which underpins the services provided
  - a. how shampoo and water act together to cleanse the hair
  - b. the effects of water temperature on the scalp and structure of the hair
  - c. how the ph value of the products used affects the current state of the hair
  - d. how the 'build up' of products can affect the hair, scalp and the effectiveness of other services
  - e. how to use and handle equipment used during conditioning and treatment processes
- 4.3 Explain the massage techniques used during shampooing and conditioning
  - a. when and how massage techniques should be used when conditioning different lengths and densities of hair
  - b. when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
  - c. the purpose and benefits of scalp massage
- 4.4 Explain the importance of detangling the hair from point to root
  - a. the importance of de-tangling the hair from point to root
- 4.5 Describe the range of products available
  - a. how shampoos and conditioning products affect the hair and scalp
  - b. types of available shampooing and conditioning products and equipment
  - c. when and how to use different shampooing, conditioning and treatment products
- 4.6 Outline the importance of using products cost effectively
  - a. when the shampooing process should be repeated
- 4.7 Describe the potential effects of using an incorrect products
  - a. what may happen if the incorrect shampooing and conditioning products are used
- 4.8 State the importance of removing conditioning and treatment products, when required
  - a. the importance of removing conditioning and treatment products, when required
- 4.9 Outline the importance of removing excess water from the hair at the end of the service
  - a. the importance of removing excess water from the hair at the end of the service
- 4.10 Explain how heat affects the hair during the conditioning treatment
  - a. how heat affects the hair during the conditioning treatment
- 4.11 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

- a. the importance of providing advice and recommendations on the products and services provided in the salon
- 

### **Range**

#### **(4.1) Hair condition:**

- damaged
- product build up
- normal
- oily
- dry

#### **(4.1) Scalp condition:**

- dandruff affected
- oily
- dry
- product build up
- normal

#### **(4.5a, 4.5b, 4.7) Conditioning products:**

- surface
- penetrating
- scalp treatment

#### **(4.11) Advice and recommendations:**

- correct detangling techniques
- suitable shampoos, conditioning products
- time interval between services
- present and future products and services

## Unit 202

## Shampoo, condition and treat the hair and scalp

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for shampooing, conditioning and treating the hair and scalp.
3. Your Assessor will observe these aspects of your performance on **at least 2 occasions**.
4. From the range, you must show that you have:
  - adapted your shampooing techniques for **3 out of the 5** hair conditions
  - adapted your shampooing techniques for **3 out of the 5** scalp conditions
  - used **2 out of the 3** shampooing massage techniques
  - used **all** the conditioning products
  - used **all** of the conditioning massage techniques
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

Skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

## Unit 209

## Cutting hair using barbering techniques to create a variety of looks

<b>Unit level:</b>	3
<b>GLH:</b>	180
<b>Unit aim:</b>	<p>The apprentice will be able to: Use a range of cutting techniques including club cutting, scissor over comb, clipper over comb, outlining, freehand, layering, graduating, texturising, and razor cutting. Create a range of looks and neckline shapes to include flat top, and uniform layer neckline shapes: square, tapered, skin fade, and full neck line.</p> <p>The apprentice will know and understand: How and when to use different cutting techniques and relevant tools and the effects achieved, weight distribution and working with the natural growth patterns of the hair, cutting angles and resulting weight distribution, balance and the degree of graduation.</p>
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Learning Outcome

1. Apply safe working practices when cutting hair using barbering techniques

### Practical skills:

#### You must be able to:

- 1.1 Prepare for cutting services
  - a. prepare your client to meet salon's requirements
  - b. protect your client's clothing throughout the service
  - c. replenish low levels of resources, when required, to minimise disruption to your own work and to clients (new)
- 1.2 Select suitable products, tools and equipment
- 1.3 Apply safe and hygienic methods of working throughout services
  - a. maintain your responsibilities for health and safety throughout the service
  - b. keep your client's skin free of excess hair cuttings throughout the service
  - c. position your client to meet the needs of the service without causing them discomfort
  - d. ensure your own posture and position whilst working minimises fatigue and the risk of injury
  - e. keep your work area clean and tidy throughout the service
  - f. use working methods that:
    - minimise the risk of cross-infection
    - make effective use of your working time
    - ensure the use of clean resources
    - minimise the risk of harm or injury to yourself and others

- promote environmental and sustainable working practices
  - g. ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements
  - h. wear personal protective equipment, if required
  - i. follow workplace, suppliers' and or manufacturers' instructions for the safe use of equipment, materials and products
  - j. follow Senior Barber's instructions throughout the service
- 

## **Range**

### **(1.2) Tools and equipment**

- scissors
  - clippers
  - clipper attachments
  - trimmers
  - razors
- 

## **Learning Outcome**

2. Understand how health and safety policies and procedures affect cutting hair using barbering techniques

## **Knowledge and understanding**

### **You need to know and understand:**

- 2.1 Explain responsibilities for health and safety in own role
    - a. your responsibilities for health and safety as defined by any specific legislation covering your job role
    - b. the range of protective equipment that should be available for clients
    - c. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
    - d. the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
  - 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
    - a. the hazards and risks which exist in your workplace and the safe working practices which you must follow
  - 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
    - a. your salon's requirements for client preparation
    - b. why it is important to protect clients from hair cuttings
    - c. the safety considerations which must be taken into account when cutting hair
    - d. why it is important to use personal protective equipment
    - e. the different types of working methods that promote environmental and sustainable working practices
    - f. the correct methods of waste disposal
    - g. how to minimise the wastage of products (new)
-

- 2.4 Explain the importance of questioning clients prior to and during cutting services
    - a. the importance of exploring and confirming the looks with the client using relevant visual aids
    - b. the importance of confirming with your client the look agreed during consultation prior to commencing the cut
    - c. explain the importance of giving your client encouragement to put forward their own ideas on design and or image and agreeing the outcome, duration and cost
    - d. the importance of consulting with your client throughout the cutting process
    - e. the importance of confirming your client's satisfaction with the finished cut
  - 2.5 Explain the importance of preventing cross-infection and cross-infestation
    - a. why it is important to keep your work area clean and tidy
    - b. methods of cleaning, disinfecting and sterilisation used in salons
    - c. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
    - d. why it is important to avoid cross-infection and infestation
- 

### **Learning Outcome**

- 3. Cut hair using basic barbering techniques

### **Practical skills**

#### **You must be able to:**

- 3.1 Consult with clients to confirm the desired look
  - a. confirm with your client the look agreed during consultation prior to commencing the cut
  - b. consult with your client during the cutting process to confirm the desired look
- 3.2 Cut hair to achieve a variety of looks
  - a. Prepare your client's hair prior to cutting
  - b. create and follow the cutting guideline(s) to achieve the required look
  - c. use cutting techniques that suit your client's hair type and achieve the desired look
  - d. adapt your cutting techniques to take account of factors likely to influence the service
  - e. change your own position and that of your client to help ensure the accuracy of the cut
  - f. establish accurate distribution of weight balance and shape of the hair
  - g. create neckline shapes taking account of the natural hairline
  - h. achieve outlines that are accurate and remove unwanted hair outside the desired outline shape
  - i. balance and shape sideburns to suit the hair style and to meet your client's requirements
  - j. make a final visual check to ensure that the finished cut and outlines are accurate
  - k. leave hair ready for the next part of the service or finish to meet your client's requirements
  - l. confirm your client's satisfaction with the finished cut
- 3.3 Provide clients with advice and recommendations on the service(s) provided
  - a. Give your client advice and recommendations on the service provided

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## **Range**

### **(3.2d) Factors**

- hair characteristics
- hair classifications
- head and face shape
- presence of male pattern baldness
- presence of added hair
- piercings
- adverse skin conditions

### **(3.2a) Hair**

- wet
- dry

### **(3.2c, 3.2d) Cutting Techniques**

- club cutting
- scissor over comb
- clipper over comb
- texturising
- freehand
- thinning
- layering

### **(3.2) Looks**

- square layer
- uniformed layer
- graduation
- with fringe
- with a parting
- around the ear
- over the ear
- with a fade
- flat top

### **(3.2g) Neckline shapes**

- tapered
- squared
- full neck line
- skin fade

### **(3.2h) Outline shapes**

- natural
- created
- tapered

### **(3.3) Advice and recommendations**

- how to maintain their look
- time interval between services
- additional products

- additional services



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### Learning Outcome

4. Understand the factors that may influence cutting hair using barbering techniques

### Knowledge and understanding

#### You need to know and understand:

- 4.1 Explain the factors that may influence cutting services
  - a. your salon's expected service times for different cutting looks
  - b. your salon's expected service times for basic outlines and detailing designs looks
  - c. the factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
  - d. the factors which should be considered when cutting wet hair and dry hair
  - e. the circumstances in which you might cut into the natural hairline extra from creative cutting
  - f. the design possibilities and limitations when working with linear outlines and detailing designs in hair
  - g. the types of haircut which form a suitable foundation for cutting straight and curved lines and repeated designs into the hair
- 4.2 Describe ways of dealing with any influencing factors
  - a. how to adapt outlines and detailing designs to suit different head shapes extra from basic outlining
- 4.3 State the average rate of hair growth
  - a. the average rate of hair growth
- 4.4 Explain the effects of continual close cutting of hair on the skin/continual close clippers on the skin
  - a. the potential risk of ingrowing hair resulting from the continual close cutting of curly hair
  - b. the effects of continual close clippers on skin
  - c. the potential risk of ingrowing hair resulting from the continual close clippers
- 4.5 Explain the known causes and typical patterns of male pattern baldness
  - a. the known causes of male pattern baldness
  - b. the typical patterns of male pattern baldness

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### Learning Outcome

5. Creatively cut hair using a combination of barbering techniques (9B)

### Practical skills

#### You must be able to:

- 5.1 Consult with clients to confirm the desired look
  - b. establish factors that may influence the service prior to cutting
  - c. explore the variety of looks with your client using relevant visual aids
  - d. recommend a look that is suitable for your client
  - e. base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the look
  - f. confirm with your client the look agreed at consultation before commencing the cut
  - g. consult with your client during the cutting service to confirm the desired look

- 5.2 Creatively restyle hair to achieve a variety of looks
- complete the cutting service within a commercially viable time
  - establish and follow suitable cutting guideline(s) to achieve the required look
  - personalise your cutting techniques and effects to take account of factors that will influence the desired look
  - combine and adapt your cutting techniques and effects in an innovative way to achieve the desired look
  - change your own position and that of your client to help you ensure the accuracy of the cut
  - establish accurate distribution of weight, balance and shape by crosschecking the cut
  - blend the client's own hair with added hair, when required
  - create outline shapes that are accurate and remove unwanted hair outside the desired outline shape
  - create neckline shapes which are accurate and take account of the natural hair line
  - balance and shape sideburns to meet the client's requirements
  - take action to resolve any problems arising during the cutting service
  - make a final visual check to ensure the finished cut and outlines are accurate
  - use creative finishing techniques that complement the cut
  - ensure the finished restyled look complements the client's features and enhances their personal image and that of the salon
  - confirm your client's satisfaction with the finished look
- 5.3 Provide clients with advice and recommendations on the service(s) provided
- give your client advice and recommendations on the service provided

---

### **Evidence requirements/Range**

#### **(5.1 a) Factors**

- hair characteristics
- hair classifications
- head and face shape
- presence of male pattern baldness
- presence of added hair
- piercings
- adverse skin conditions

#### **(5.2) Hair**

- wet
- dry

#### **(5.2 d) Cutting Techniques**

- club cutting
- scissor over comb
- clipper over comb
- texturising
- freehand
- razor cutting
- tapering
- graduating
- layering
- fading
- disconnecting
- eyebrow trim



### **(5.2) Looks**

- square layer
- uniformed layer
- graduation
- with fringe
- with a parting
- around the ear
- over the ear
- with a fade
- flat top

### **(5.2 i) Neckline shapes**

- tapered
- squared
- full neck line
- skin fade

### **(5.2 h) Outline shapes**

- natural
- created
- tapered

### **(5.2 m) Creative finishing techniques**

- styling
- blow drying
- product application

### **(5.3) Advice and recommendations**

- how to maintain their look
- time interval between services
- additional products
- additional services

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## **Learning Outcome**

6. Create basic outlines and detailing design in hair

### **Practical skills**

**You must be able to:**

- 6.1 Plan and agree hair outlines and detailing design with your client
- a. research a portfolio of outlines and detailing designs suitable for use with your clients
  - b. explore a variety of outlines and detailing designs and possibilities with your client using relevant visual aids
  - c. give your client time and encouragement to put forward their own ideas on design and the image they wish to create
  - d. ensure your client is aware of what the agreed service will entail and its likely duration
  - e. confirm your understanding of your client's requirements
  - f. base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the outline and detailing design
  - g. recommend a look that is suitable for your client's perceived image
  - h. agree a design with your client which takes into account factors influencing the service
  - i. agree services outcomes and likely costs that are acceptable to your client and meet their needs

- 6.2 Create outlines and detailing design in hair
- complete the service within a commercially viable time
  - brush or comb your client's hair in the direction of the natural growth throughout the service
  - position the outline and detailing design to meet the agreed design plan
  - adapt the size of the outline and detailing design to suit your client's head size, shape and existing haircut
  - use cutting techniques to achieve the definition, shape and depth of outline and detailing design required
  - change your own position and that of your client to help you to ensure the accuracy of the cut
  - consult with your client during the cutting process to confirm the desired outline and detailing design and overall effect being created
  - take suitable action to resolve any problems arising during the design process
  - ensure the finished look meets the design agreed with your client
  - confirm your client's satisfaction with the finished look
- 6.3 Provide clients with advice and recommendations on the service(s) provided
- 

### **Evidence requirements/Range**

#### **Tools and equipment**

- razor
- clippers
- clipper attachments
- trimmers

#### **(6.1, 6.2) Outlines and detailing design**

- straight lines
- curved lines
- repeated
- hair line

#### **(6.1 h) Factors**

- hair characteristics
- hair classifications
- head and face shape
- hair length
- hair style
- presence of male pattern baldness
- adverse skin conditions
- scarring

#### **(6.2 e) Cutting techniques**

- clipping
- fading

#### **(6.3) Advice and recommendations**

- how to maintain their look
- time interval between services

- present and future products and services
- 

## **Learning Outcome**

7. Understand the tools, equipment and products used when cutting hair using barbering techniques

## **Knowledge and understanding**

### **You need to know and understand:**

- 7.1 Explain why it is important to prepare the hair prior to cutting
  - a. how to prepare your client's hair prior to cutting
  - b. why hair products should be removed from the hair prior to cutting
  - c. the importance of correctly combing out the hair prior to cutting
- 7.2 Identify the tools, equipment and products available and the effects they achieve
  - a. which tools can be used on either wet or dry hair or both
  - b. the types of clippers, clipper blades and attachments available and the effects that these achieve
  - c. how to create simple repeated designs from lines and curves
  - d. the types and products available for finishing men's hair
- 7.3 Describe the correct use and maintenance of cutting tools and equipment
  - a. the correct use and maintenance of cutting tools
  - b. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
  - c. how to safely use all the tools and equipment
  - d. how to level and test clippers
- 7.4 Explain the importance of applying correct techniques during basic barbering services
  - a. the reasons for establishing and following guidelines
  - b. how to create and follow guidelines for different cutting looks
  - c. how and when to use different cutting techniques and the effects achieved
  - d. the importance of considering weight distribution and working with the natural growth patterns of the hair
  - e. how different cutting angles will impact on weight distribution, balance and the degree of graduation
  - f. the importance of applying the correct degree of tension to the hair when cutting
  - g. how to safely carry out an eyebrow trim
  - h. the importance of changing your own position and that of your client to help you ensure the accuracy of the cut
  - i. the importance of keeping the hair damp when wet cutting
  - j. the importance of establishing accurate distribution of weight, balance and shape by regularly crosschecking the cut
  - k. how to create different neckline and outline shapes
  - l. the importance of cutting to the natural neckline in barbering
  - m. how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape
  - n. the importance of balance and shape sideburns to suit the hair style and to meet your client's requirements
  - o. the visual checks required to ensure the finished cut and outlines are accurate

- p. the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements

- 7.5 Explain the importance of applying correct techniques during creative hair cutting services
  - a. how to personalise and adapt cutting techniques
  - b. the effects that can be created by combining and adapting different cutting techniques
  - c. the importance of cross checking the cut
- 7.6 Explain the importance of applying correct technique when creating basic outlines and detailing in hair
  - a. methods of preparing the hair prior to cutting outlines and detailing designs
  - b. how and when to use different cutting techniques when creating designs in hair
  - c. equipment handling techniques for achieving accurate outlines and detailing designs in hair
  - d. the importance of visually checking outline, detailing designs and cut
- 7.7 Describe the problems that may occur during services and ways in which they can be resolved
  - a. the types of problems that can commonly arise when cutting men's hair and ways in which they can be remedied, if possible Extra from basic patterns and creative cutting
- 7.8 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
  - a. the range of traditional and current men's hair shapes
  - b. suitable sources of information and design ideas and how to access them
  - c. how to present information and recommendations on patterns clearly to your client
  - d. the importance of providing advice and recommendations on the products and services provided in the salon



## Unit 209

## Cutting hair using barbering techniques to create a variety of looks 209      Cutting hair using barbering techniques

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for creating outlines and detailing in hair.
3. Your Assessor will observe your performance on at **least 5 occasions on different clients**
4. From the range, you must show that you have:
  - used **all** the tools and equipment
  - cut **both** wet and dry hair
  - cut **all** the looks
  - used **all** the techniques
  - taken into account **all** the factors
  - cut **all** the neckline shapes
  - cut **all** the outline detailing design shapes
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

Skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

## Unit 210

## Style and finish men's hair

<b>Unit level:</b>	2
<b>GLH:</b>	45
<b>Unit aim:</b>	<p>The apprentice will be able to: Use styling tools and equipment, blow dry, and finger dry</p> <p>The apprentice will know and understand: Current techniques for drying and finishing hair, drying and finishing products, tools and equipment available for drying and finishing men's hair</p>
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Learning outcome

1. Apply safe working practices when drying and finishing men's hair

### Practical skills

The learner can:

- 1.1 Prepare for drying and finishing services
  - a. prepare your client to meet salon's requirements
- 1.2 Apply safe and hygienic methods of working throughout services
  - a. maintain your responsibilities for health and safety throughout the service
  - b. protect your client's clothing throughout the service
  - c. position your client to meet the needs of the service without causing them discomfort
  - d. ensure your own posture and position whilst working minimises fatigue and the risk of injury
  - e. keep your work area clean and tidy throughout the service
  - f. use working methods that:
    - minimise wastage of styling and finishing products
    - minimise the risk of damage to tools
    - minimise the risk of cross-infection
    - make effective use of your working time
    - ensure the use of clean resources
    - minimise the risk of harm or injury to yourself and others
    - promote environmental and sustainable working practices
  - g. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements

- h. follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- i. dispose of waste materials

- 1.3 Select suitable products, tools and equipment
    - a. confirm with your client the look agreed at consultation and during the service
  - 1.4 Carry out drying and finishing services
    - a. complete the service within a commercially viable time
- 

## **Range**

### **(1.2 a) Health and safety:**

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

### **(1.2 f) Environmental and sustainable working practices:**

The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

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## Learning outcome

The learner will:

2. Understand how health and safety policies and procedures affect drying and finishing services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
  - a. your responsibilities for health and safety as defined by any specific legislation covering your job role
  - b. the range of protective clothing that should be available for clients
  - c. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
  - a. the hazards and risks which exist in your workplace and the safe working practices which you must follow
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
  - a. your salon's requirements for client preparation
  - b. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - c. the different types of working methods that promote environmental and sustainable working practices
  - d. the correct methods of waste disposal
- 2.4 Describe contact dermatitis and how it can be prevented
  - a. contact dermatitis and how to avoid developing it when carrying out drying and finishing services
  - b. the importance of achieving a finished look which meets the intended shape, direction and volume agreed with your client
- 2.5 State the importance of preventing cross-infection and cross-infestation
  - a. why it is important to keep your work area clean and tidy
  - b. methods of cleaning, disinfecting and or sterilisation used in salons
  - c. the importance of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation

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## Range

### (2.1 a) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act

- The Management of Health and Safety at Work Regulations
  - The Health and Safety (Information for Employees) Regulations
- 

### **Learning outcome**

#### **3. Dry and finish hair**

### **Practical skills**

- 3.1 Consult with clients to confirm the desired look
    - a. confirm with your client the look agreed at consultation and during the service
  - 3.2 Carry out drying and finishing services
    - a. control your use of styling tools and equipment to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
    - b. apply suitable styling and finishing products, when used, following manufacturers' instructions
    - c. control your client's hair during the styling process taking account of factors influencing the service
    - d. use and adapt drying techniques to achieve the desired look
    - e. check the temperature of heated styling equipment throughout the service
    - f. ensure the finished look takes into account relevant factors influencing the service
    - g. achieve the finished look which meets the intended shape, direction and volume agreed with your client
    - h. confirm your client's satisfaction with the finished look
  - 3.3 Provide clients with advice and recommendations on the service(s) provided
    - a. give your client advice and recommendations on the service provided
- 

### **Range**

#### **(3.2 b) Styling and finishing products:**

- sprays
- creams
- gels
- wax
- tonics
- oils
- styling powders

#### **(3.2 a) Tools and equipment:**

- flat brush
- round brush
- electrical equipment

#### **(3.2 c, 3.2 f) Factors:**

- hair characteristics
  - hair classifications
  - hair cut
  - hair growth patterns
-

- head and face shape

**(3.2 d) Drying techniques:**

- brush drying
- finger drying

**(3.2) Finished looks:**

- straightening
- smoothing
- creating volume
- creating movement
- creating texture

**(3.3) Advice and recommendations:**

- how to maintain their look
- time interval between services
- present and future products and services

**Learning outcome**

4. Know how to dry and finish hair

**Knowledge and understanding**

You will know and understand:

- 4.1 Explain the importance of questioning clients prior to and during services
  - a. the importance of confirming with your client the look agreed at consultation and during the service
- 4.2 Explain the factors that may influence the services provided
  - a. how different factors impact on drying and finishing services
- 4.3 Explain the effects of humidity on hair
  - a. the effects of humidity on hair
- 4.4 Explain the physical effects of heated styling equipment on the hair structure
  - a. the physical effects of heated styling equipment on the hair structure
- 4.5 Explain why hair should be kept damp before drying
  - a. why hair should be kept damp before drying
- 4.6 Explain how heat protectors act to protect the hair
  - a. how heat protectors act to protect the hair
- 4.7 Identify the tools, equipment and products available and the effects they achieve
  - a. the range of drying and finishing products, tools and equipment available for drying and finishing men's hair
  - b. when and why the types of drying and finishing products should be used
  - c. why and how to use the different types styling tools and equipment
- 4.8 Explain the importance of following salon/barbershop and manufacturers' instructions during styling and finishing services
  - a. the manufacturers' instructions for the use of the specific styling and finishing products in your salon
- 4.9 Explain the importance of applying correct techniques during services
  - a. current techniques for drying and finishing hair
  - b. why the direction of the air flow when drying is important to achieve the desired look

- c. the importance of using a nozzle when carrying out drying techniques
  - d. how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement
  - e. methods of controlling hair sections during the drying process
  - f. how the incorrect application of heat can affect the hair and scalp
  - g. why hair should be allowed to cool prior to finishing
- 4.10 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
- a. the importance of achieving a finished look which meets the intended shape, direction and volume agreed with your client
  - b. the importance of providing advice and recommendations on the products and services provided in the salon



## Unit 210

## Style and finish men's hair

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for drying and finishing men's hair.
3. Your Assessor will observe these aspects of your performance on **at least 2 occasions on different clients**.
4. From the range, you must show that you have:
  - used **4 out of the 7** styling and finishing products
  - used **all** tools and equipment
  - considered all the factors
  - used **both** the drying techniques
  - achieved **3 out of the 5** finished looks
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

Skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

## Unit 211

## Cut facial hair into shape

<b>Unit level:</b>	2
<b>GLH:</b>	82
<b>Unit aim:</b>	<p>The apprentice will be able to: Design and create full beard, partial beard and moustache, identify factors likely to influence the service, establish and follow the cutting guideline(s) to achieve the required effect, ensure the finished look is even, symmetrical and balanced in relation to the client's facial contours</p> <p>The apprentice will know and understand: How to create and follow a guideline for tapered beard lines, beard outlines and moustaches, how to cut different facial hair shapes using cutting techniques, beard and moustache shapes that do not require the use of razors, and create outline and detailing design in hair</p>
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Learning outcome

1. Maintain safe working practices when cutting facial hair to shape

### Practical skills

- 1.1 Prepare for facial hair shaping services
  - a prepare your client to meet salon's requirements
- 1.2 Apply safe and hygienic methods of working throughout services
  - a maintain your responsibilities for health and safety throughout the service
  - b protect your client's clothing throughout the service
  - c keep your client's skin free of excess hair clippings throughout the service
  - d position your client to meet the needs of the service without causing them discomfort
  - e ensure your own posture and position whilst working minimises fatigue and the risk of injury
  - f keep your work area clean and tidy throughout the service
  - g use working methods that:
    - minimise the risk of damage to tools and equipment
    - minimise the risk of cross-infection
    - make effective use of your working time
    - ensure the use of clean resources
    - minimise the risk of harm or injury to yourself and others

- promote environmental and sustainable working practices
  - h ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - i follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
  - j dispose of waste materials
- 1.3 Select suitable products, tools and equipment
- 1.4 Carry out facial hair shaping services
- a complete the service within a commercially viable time

## Range

### **(1.3) Tools and equipment:**

- Scissors
- Clippers
- clipper attachments
- trimmers

### **(1.2 a) Health and safety:**

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

### **(1.2 g) Environmental and sustainable working practices:**

The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

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## Learning outcome

2. Know how health and safety policies and procedures affect facial hair cutting services

## Knowledge and understanding

- 2.1 Outline responsibilities for health and safety in own role
- your responsibilities for health and safety as defined by any specific legislation covering your job role
  - the range of protective clothing that should be available for clients
  - the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
- the hazards and risks which exist in your workplace and the safe working practices which you must follow
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
- your salon's requirements for client preparation
  - why it is important to protect clients from hair clippings
  - how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - the importance of using the correct type of barber's chair
  - the safety considerations which must be taken into account when cutting facial hair
  - suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
  - why it is important to position your cutting tools for ease of use
  - the different types of working methods that promote environmental and sustainable working practices
  - the correct methods of waste disposal
- 2.4 Outline the importance of preventing cross-infection and cross-infestation
- why it is important to keep your work area clean and tidy
  - Why it is important to avoid cross-infection and infestation
  - methods of cleaning, disinfecting and sterilisation used in salons
  - the importance of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation

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## Range

### (2.1 a) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act

- The Management of Health and Safety at Work Regulations
  - The Health and Safety (Information for Employees) Regulations
- 

### **Learning outcome**

3. Cut facial hair to shape using basic techniques

### **Practical skills**

- 3.1 Consult with clients to confirm the desired look
    - a identify factors likely to influence the service prior to cutting
    - b confirm with your client the look agreed at consultation and during service
  - 3.2 Cut beards and moustaches to maintain their shape
    - a. prepare your client's facial hair prior to the service
    - b. establish and follow the cutting guideline(s) to achieve the required look
    - c. adapt your cutting techniques to take account of factors influencing the service and to achieve the desired look
    - d. change your own position and that of your client to help you ensure the accuracy of the cut
    - e. regularly check your client's comfort throughout the service
    - f. ensure the finished look is even, symmetrical and balanced in relation to your client's facial contour
    - g. ensure the finished look is of even density throughout the shape
    - h. remove any unwanted hair outside the desired outline shape
    - i. make a final visual check to ensure the finished cut is accurate
    - j. confirm your client's satisfaction with the finished cut
  - 3.3 Provide clients with advice and recommendations on the service(s) provided
    - k. give your client advice and recommendations on the service provided
- 

### **Range**

#### **(3.1 a, 3.2 c) Factors:**

- head and face shape
- hair characteristics
- hair classification
- hair style
- adverse skin conditions
- facial piercing
- clients' wishes
- ingrowing hair
- skin elasticity
- scarring

#### **(3.1) Look:**

- tapered beardline
- full beard outlines
- eyebrow trim
- partial beard
- moustache only

#### **(3.2c) Cutting techniques:**

- scissor over comb
-

- clipper with attachment
- clipper over comb
- freehand

#### **Styling and finishing products**

- oil
- wax

#### **(3.3) Advice and recommendations:**

- how to maintain their look
- time interval between services
- present and future products and services
- additional services
- additional products
- equipment
- exfoliation

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### **Learning outcome**

4. Know how to cut facial hair to shape using basic techniques

#### **Knowledge and understanding**

- 4.1 Explain the factors that may influence services
  - a. the factors that must be taken into consideration prior to and during cutting facial hair
- 4.2 Explain why it is important to prepare the facial hair prior to cutting
  - a. the importance of preparing the clients' facial hair prior to the service
- 4.3 Explain the importance of questioning clients prior to and during services
  - a. the importance of confirming with your client the look agreed at consultation and during service
- 4.4 State the average rate of hair growth
  - a. the average rate of hair growth
- 4.5 Explain the effects of continual close cutting to the skin
  - a. the effects of continual close cutting to the skin
  - b. potential risk of ingrowing hair resulting from continual close cutting
- 4.6 Explain the importance of applying correct techniques during services
  - a. how to create and follow a guideline for tapered beardlines, beard outlines and moustaches
  - b. how to cut different facial hair shapes using basic cutting techniques
  - c. the importance of cross checking the facial hair cut
  - d. the importance of working with the natural growth patterns of facial hair when considering the weight distribution within a facial hair cut
  - e. how the angle at which the cutting tools and the head are positioned will affect the weight distribution, balance and degree of graduation of the facial hair
  - f. how to safely carry out an eyebrow trim
  - g. the importance of ensuring the finished look is even, symmetrical and balanced in relation to your client's facial contour
  - h. remove any unwanted hair outside the desired outline shape
- 4.7 Identify the tools, equipment and products available and the effects they achieve

- a. basic beard and moustache shapes that do not require the use of razors
  - b. the size and type of clippers, clipper blades and attachments available and the effects that these achieve
- 4.8 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
- a. the importance of providing advice and recommendations on the products and services provided in the salon
- 

### **Learning outcome**

5. Design and create a range of facial hair shapes

### **Practical skills**

- 5.1 Consult with clients to confirm the desired look
- a. identify factors that may influence the service prior to cutting
  - b. explore the variety of new facial hair shapes with your client using relevant visual aids
  - c. recommend a new look that is suitable for your client's head and face shape
  - d. base your recommendations on an accurate evaluation of your client's facial hair and its potential to achieve the new look
- 5.2 Prepare for facial hair shaping services
- a. prepare your client's facial hair prior to the service
- 5.3 Design and create a variety of facial hair shapes
- a. confirm with your client the new look agreed at consultation and during the service
  - b. create and follow the cutting guideline(s) to achieve the required look
  - c. personalise your cutting techniques to take account of factors that will influence the desired look
  - d. crosscheck the cut to establish balance and shape
  - e. change your own position and that of your client to help you ensure the accuracy of the cut
  - f. take action to resolve any problems arising during the cutting service
  - g. create facial hair outlines that are accurate, clearly defined and achieve the look required by your client
  - h. remove any unwanted hair outside the desired outline shape
  - i. ensure the finished look is of even density throughout the shape
  - j. make a final visual check to ensure the finished cut and outlines are accurate
  - k. confirm your client's satisfaction with the finished look
- 5.4 Provide clients with advice and recommendations on the service(s) provided
- a. give your client advice and recommendations on the service provided
- 

### **Range**

#### **(5.1 a, 5.2 c) Factors:**

- head and face shape
  - hair characteristics
  - hair classification
  - hair style
  - adverse skin conditions
  - facial piercing
-

- clients' wishes
- ingrowing hair
- skin elasticity
- scarring

**(5.1) Look:**

- tapered beardline
- full beard outlines
- moustache only
- eyebrow trim
- partial beard and moustache
- full beard and moustache

**(5.3c) Cutting techniques:**

- scissor over comb
- clipper with attachment
- clipper over comb
- freehand
- fading

**Styling and finishing products**

- oil
- wax

**(5.4) Advice and recommendations:**

- how to maintain their look
- time interval between services
- present and future products and services
- additional services
- additional products
- equipment
- exfoliation

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**Learning outcome**

6. Know how to create a range of facial hair shapes

**Knowledge and understanding**

- 6.1 Explain the importance of questioning clients prior to and during cutting services
  - a. The importance of consulting with clients throughout the service
  - b. The importance of exploring and confirming the looks with the client using relevant visual aids
- 6.2 Explain the factors that may influence services
  - a. how different factors can impact on the facial hair cut prior to and during cutting facial hair
  - b. the importance of considering facial contours when designing new beard shapes
- 6.3 Describe ways of dealing with any influencing factors
  - a. how to match beard shapes and styles to facial characteristics
- 6.4 Explain the effects of continual close cutting of hair on the skin
  - a. the potential risk of ingrowing hair resulting from the continual close cutting of curly hair
- 6.5 Describe the types of traditional and current facial hair shapes
  - a. the types of traditional and current facial hair shapes
- 6.6 Explain the importance of applying correct technique during services
  - a. how to cut facial hair using different cutting techniques
  - b. the reasons for establishing and following guidelines
  - c. how to create and follow guidelines for a new look



- d. how to personalise cutting techniques
  - e. the importance of cross checking the facial hair cut
  - f. the importance of considering weight distribution and working with the natural growth patterns of the facial hair
- 6.7 Describe the correct use and maintenance of cutting tools and equipment
- a. how to level and test clippers
- 6.8 Identify the tools, equipment and products available and the effects they achieve
- a. the size and type of clippers, clipper blades and attachments available and the effects that these achieve
- 6.9 Describe the problems that may occur during services and ways in which they can be resolved
- a. the types of problems that can occur when cutting facial hair and ways in which they can be remedied, if possible
- 6.10 Explain the importance of providing advice and recommendations on the service(s) provided and products available
- a. the importance of providing advice and recommendations on the products and services provided in the salon

## Unit 211

## Cut facial hair into shape

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for cutting facial hair into shape.
3. Your Assessor will observe these aspects of your performance on **at least 5 occasions. Each observation must be of a different look.**
4. From the range, you must show that you have:
  - used **all** the tools and equipment
  - taken account of **all** the factors
  - achieved all the looks used all the cutting techniques
  - used all the styling products
  - given all advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

Skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

## Unit 212

## Provide shaving services

<b>Unit level:</b>	3
<b>GLH:</b>	110
<b>Unit aim:</b>	<p>The apprentice will be able to: Prepare the hair and skin for shaving, products, tools and equipment, full shave and partial shave including hot towels, lathering products, face massage, and finishing products.</p> <p>The apprentice will know and understand: The types of blades available, lathering products, the structure and function of the skin, the scalp and facial skin disorders commonly affecting men, lathering and the function it performs on the skin, in-growing hairs, and the effect of heat on the hair and skin. The use of Personal Protective Equipment.</p>
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Learning outcome

1. Apply safe working practices when preparing the hair and skin for shaving

### Practical skills

- 1.1 Apply safe and hygienic methods of working throughout services
  - a. maintain your responsibilities for health and safety throughout the service
  - b. protect your client's clothing throughout the service
  - c. wear gloves through the shaving service
  - d. keep your client's skin free of excess hair clippings throughout the service
  - e. position your client to meet the needs of the service without causing them discomfort
  - f. ensure your own posture and position whilst working minimises fatigue and the risk of injury
  - g. keep your work area clean and tidy throughout the service
  - h. use working methods that:
    - minimise the risk of damage to tools and equipment
    - minimise the risk of cross-infection
    - make effective use of your working time
    - ensure the use of clean resources
    - minimise the risk of harm or injury to yourself and others
    - promote environmental and sustainable working practices
  - i. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - j. dispose of waste materials and sharps
  - k. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
  - l. complete the service within a commercially viable time

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## Range

### **(1.1 a) Health and safety:**

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

### **(1.1 h) Environmental and sustainable working practices:**

- The different types of working methods that promote environmental and sustainable working practices:
- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)  
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

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## Learning outcome

2. Understand how health and safety affects shaving services

## Knowledge and understanding

The learner can:

- 2.1 Explain responsibilities for health and safety in own role
  - a. your responsibilities for health and safety as defined by any specific legislation covering your job role
  - b. the range of protective clothing that should be available for clients
  - c. the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
  - a. the hazards and risks which exist in your workplace and the safe working practices which you must follow
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
  - a. your salon's requirements for client preparation
  - b. why it is important to use disposable gloves when shaving
  - c. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - d. the importance of using the correct type of barber's chair
  - e. the safety considerations which must be taken into account when shaving facial hair
  - f. why it is important to position your shaving tools for ease of use
  - g. the different types of working methods that promote environmental and sustainable working practices
  - h. the correct methods of waste disposal
- 2.4 Explain the importance of preventing cross-infection and cross-infestation
  - a. why it is important to avoid cross-infection and infestation
  - b. why it is important to keep your work area clean and tidy
  - c. methods of cleaning, disinfecting and sterilisation used in salons
  - d. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation

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## Range

### (2.1) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations

- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

**(3.2 g) Environmental and sustainable working practices:**

- The different types of working methods that promote environmental and sustainable working practices:
- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels) - reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

**Learning outcome**

3. Prepare the hair and skin for shaving

**Practical skills**

- 3.1 Consult with clients to confirm the desired look
  - a. identify factors that may influence the service prior to shaving
- 3.2 Select suitable products, tools and equipment
  - a. choose products, tools and equipment based on the results of consultation with your client
- 3.3 Prepare to carry out shaving services
  - a. prepare, apply and adapt the use of hot towels to suit the needs of the service and the comfort of your client
  - b. cleanse and or exfoliate the skin, when necessary
  - c. use a pre shave product prior to lathering the client
  - d. prepare lathering products so they are fit for use in time for the shaving service
  - e. apply lathering products in a way that takes account of factors you have identified
  - f. apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
  - g. use lathering techniques which achieve an even coverage of product to the areas to be shaved

**Range**

**(3.3) Shaving service:**

- full shave
- partial shave
- beard outlines

**(3.2) Tools and equipment:**

- open blade razors, with disposable blades
- shaving brushes
- gloves

**(3.3 e) Factors:**

- hair classification
- hair characteristic
- adverse skin conditions
- unusual features
- skin elasticity
- facial contour
- facial piercing
- clients' wishes

**(3.3 c) Pre shave:**

- cleanser
- scrub/exfoliator
- cream
- oil

**(3.3 d, 3.3 e, 3.3 f) Lathering products:**

- creams
- oils
- gel
- soap

**(3.3 g) Lathering techniques:**

- application by brush
- application by massage

### **Learning outcome**

4. Shave hair and apply finishing products

### **Practical skills**

4.1 Carry out shaving services

- confirm with your client the look agreed at consultation before starting the shave
- adapt your shaving techniques to take account of factors you have identified as affecting the service
- adapt your shaving techniques and your client's position throughout the service to ensure safety and the effective removal of hair
- maintain or replace the cutting edge of razors during the shaving service, when required
- take suitable remedial action to resolve any problems arising during the shaving service
- leave your client's skin free from lathering products after shaving
- apply facial massage techniques in a way that avoids discomfort, when required
- apply finishing products to achieve the desired effect
- leave your client's skin free from excess moisture at the end of the service
- confirm the completed service is to the satisfaction of your client

4.2 Provide clients with advice and recommendations on the service(s) provided

- give your client advice and recommendations on the service provided

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## Range

### (4.1 b, 4.1 c) Shaving techniques:

- skin tensioning
- forehand razoring
- backhand razoring

### (4.1 g) Facial massage techniques:

- effleurage
- petrissage
- tapotement

### (4.1 h) Finishing products:

- Astringents
- moisturising cream
- aftershave balm
- powder

### (4.2) Advice and recommendations:

- how to maintain their look
  - time interval between services
  - present and future products and services
  - skin care
- 

## Learning outcome

5. Know how to prepare the hair and skin for shaving

## Knowledge and understanding

- 5.1 Explain the factors that may influence services provided
    - a. the factors that must be taken into consideration prior to and during the shaving service
    - b. when not to carry out shaving
  - 5.2 Describe the correct use and maintenance of cutting tools and equipment
    - a. the types of open blade razors with disposable blades available for professional use
    - b. how to prepare an open blade razor with disposal blade for use
  - 5.3 Explain why it is important to prepare the face and facial hair prior to shaving
    - a. how to prepare and use lathering products correctly
  - 5.4 Explain the structure and function of skin
    - a. the structure and function of the skin
  - 5.5 Describe how to recognise scalp and facial skin disorders
    - a. the scalp and facial skin disorders commonly affecting men and how to recognise them
  - 5.6 Explain how the function of lathering affects the skin and hair
    - a. the importance of lathering and the function it performs on the skin and the hair
  - 5.7 Explain the effect of heat on hair and skin
    - a. the effect of heat on the hair and skin
  - 5.8 Explain the effects of continual close cutting of hair on the skin
    - a. the potential risk of ingrowing hair resulting from continual close shaving
  - 5.9 Explain how ageing and environmental factors affect facial skin and muscle tone
    - a. how the natural ageing process affects facial skin and muscle tone
-



- b. how environmental and lifestyle factors affect the condition of the skin
- 

### **Learning outcome**

- 6. Know how to shave hair and apply finishing products

### **Knowledge and understanding**

The types of gloves that can be used and the consequences of using the incorrect gloves

- 6.1 Explain the importance of questioning clients prior to and during services
  - a. the importance of confirm with your client the look agreed at consultation before starting the shave
- 6.2 Explain why it is important to prepare the face and facial hair prior to shaving
  - a. when and why it is necessary to reduce beard length prior to shaving
- 6.3 Explain the importance of applying correct technique during the shaving services
  - a. how to carry out different shaving techniques
  - b. why skin needs to be tensioned during shaving
  - c. the importance of working in a way which maintains the right skin temperature throughout the shaving process
  - d. the importance of adapting shaving techniques in relation to the direction of hair growth
  - e. when and why to use brush and massage techniques to apply lathering products
  - f. the reasons for and effects of using cool towels after shaving
- 6.4 Explain the benefits of using a variety of facial massage techniques when providing shaving services
  - a. why cold towels should not be used if the face is to be massaged
  - b. how to carry out the massage techniques in the range
  - c. the benefits and effects of facial massage
  - d. how and why massage techniques should vary on the different areas of the face
- 6.5 Describe the range of finishing products and the effects they have on the skin
  - a. the types of finishing products available for use and their effects on the skin
- 6.6 Identify the types of problems that may occur during the services
  - a. problems which may arise during the shaving process such as shaving hair too close, damage to your client's and your own skin and ways of resolving such problems
- 6.7 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
  - a. the importance of providing advice and recommendations on the products and services provided in the salon

## Unit 212

## Provide shaving services

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for shaving.
3. Your Assessor will observe your performance on at **least 3 occasions**.
4. From the range, you must show that you have:
  - used **all** the shaving services
  - used **all** the types of tools and equipment
  - taken into account **all** the factors
  - used **3 out of 4** pre shave products
  - used **3 out of 4** lathering products
  - used **both** the lathering techniques
  - used **3 of the 4** shaving techniques
  - used **all** the facial massage techniques
  - used **3 of the 4** finishing products
  - given **all** advice and recommendations.
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

Skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

## Appendix 1      Mandatory Core Skills and Knowledge

### Professionalism and values

The Apprentice will be able to:

- 1 demonstrate professionalism
- 2 demonstrate a passion for the industry and industry knowledge
- 3 commitment to quality
- 4 a positive attitude
- 5 work in a team
- 6 work under pressure
- 7 observe time management and self-management
- 8 a positive attitude
- 9 show a willingness to learn
- 10 complete services in a commercially viable time and to a high standard
- 11 meet organisational and industry standards of appearance
- 12 observe professional ethics and conduct
- 13 ensure personal hygiene and protection meets accepted industry and organisational requirements
- 14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

The Apprentice will know and understand:

- 1 industry codes of practice and ethics
- 2 quality assurance systems
- 3 time management principles
- 4 self-management principles
- 5 commercially viable times for the completion of services
- 6 industry and organisational standards of appearance
- 7 the importance of continuing professional development, equality and diversity

## Behaviours and communication

The apprentice will be able to:

- 1 greet clients in a friendly manner
- 2 choose the most appropriate way of communicating with clients
- 3 be helpful and courteous at all times
- 4 adapt behaviour in response to each client
- 5 respond promptly to clients' questions and comments and to clients seeking assistance
- 6 establish client expectations and needs
- 7 explain clearly any reasons why the client's needs or expectations cannot be met
- 8 keep the client informed
- 9 give clients information about services or products offered by the salon
- 10 willingly undertake wider salon duties, including sales and reception duties when required
- 11 demonstrate good verbal and non-verbal communication skills
- 12 provide a positive impression of yourself and your organisation

The Apprentice will know and understand:

- 1 industry and salon standards of behaviour
- 2 how to meet and greet clients
- 3 verbal and non-verbal communication techniques
- 4 client care principles and practices
- 5 how to maintain rapport with clients
- 6 the role of the reception area
- 7 making appointments
- 8 taking payments
- 9 who to refer to with different types of enquiries or problems and when to seek advice
- 10 sale of Goods and Services Act and the Data Protection Act
- 11 how to provide advice and recommendations on the products and services provided in the salon
- 12 customer care and the client journey, including reception, housekeeping, front of house skills
- 13 selling and recommendations (retail)

## **Glossary**

This glossary provides definitions and explanations of terms used across all of the 6008 units.

### ***Adverse hair, skin and scalp conditions***

These are examples of conditions that can have an effect on what and how a service is delivered to clients:

- psoriasis
- alopecia
- cysts
- impetigo
- scars
- moles

### ***Conditioning products (examples)***

These can include

- surface conditioners, including leave-in
- penetrating conditioners, including leave-in
- scalp treatments, including leave-in

### ***Contra-indications***

Conditions that indicate a service should not be carried out.

### ***Cutting terminology***

#### **Long graduation cut**

A long graduation cut is when the inner layers of the hair lengths are shorter than the outline shape

#### **One length cut**

A one length cut is when the hair is cut the same outside length

#### **Short graduation cut**

A short graduation cut is when the inner layers of the hair lengths are longer than the outline shape

#### **Uniform layer cut**

The uniform layer cut is when all sections of the hair are the same length

### ***Disinfection***

Inhibits the growth of disease causing microorganisms (except spores) using chemical agents.

### ***Effleurage***

A gentle stroking movement.

### ***Facial hair shapes (examples only)***

#### **Anchor**

A beard shaped like an anchor from the centre of the bottom lip and around and up the chin.

#### **Pharaoh**

A beard starting from the base of the chin. It can be of any length.

#### **Stubble**

A neatened, several day, full beard growth.

#### **Goatee**

A narrow beard which circles the mouth and chin.

#### **Curtain rail**

A narrow beard following the mandible.

#### **Lip line moustache**

A horizontal moustache about the width of a pencil.

#### **Mexican moustache**

A moustache following the natural line of the upper lip and extends down towards the chin.

#### **Pencil moustache**

A narrow moustache following the natural line of the upper lip.

#### **Rooftop moustache**

A moustache that extends from under the nose to form a straight 'chevron' shape.

### ***Factors influencing services***

Anything which could affect the hairdressing service. You will find that these factors have been listed in the range statement for each outcome.

### ***Flat top***

The haircut is usually done with clippers using the clipper over comb technique, though it can also be cut scissor over comb or freehand with a clipper. The hair at the crown is cut from about one quarter to one half inch whilst the barber stands behind the client. He then positions himself in front and cuts the top hair to about two inches in length and then to the desired height across the top from side to side whilst progressing back to the shorter hair at the crown. The exact lengths are dependent on skull shape and the style of flat top. Intricate cutting of the top and upper sides follow to achieve a specific inclination and squarish effect. There are many adaptations of this haircut such as the DA, horseshoe or high top fade.

### ***Freehand***

The cutting of hair without holding it in place.

### ***Friction***

A vigorous rubbing movement using the finger pads. It is stimulating rather than relaxing and is not always carried out. It is only done for a few minutes, working from front to back.

### ***Full neck line***

Collar length hair

## ***Hair characteristics***

Includes the following:

- Hair density
- Hair texture
- Hair elasticity
- Hair porosity
- Hair condition
- Hair growth patterns

## ***Hair classification (this is a guideline only)***

Type 1 – Straight hair

- Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- Medium – hair has lots of volume and body.
- Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- Medium – hair tends to be frizzy and a little resistant to styling
- Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves

Type 3 – Curly hair

- Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

## ***Heated equipment***

eg Heated rollers, tongs, straighteners

## ***Limits of own authority***

The extent of your responsibility as determined by your own job description and workplace policies.

## ***Linear outline***

Patterns created from either straight or curved lines or a combination of straight and curved lines.

## ***Manufacturers' instructions***

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use.

### ***Partial beard***

Any facial hair that is neither a full beard nor a moustache

### ***Personal presentation***

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

### ***Personal Protective Equipment (PPE)***

You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities.

### ***Petrissage***

Slow, firm, kneading movement.

### ***Quasi-permanent colour***

Colouring products which should be treated as permanent colours in terms of testing and future services. These products are mixed with oxidisers such as low strength hydrogen peroxide and are normally expected to last up to 12 shampoos, depending on the porosity of the hair.

### ***Relevant person***

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

### ***Resources***

Anything used to aid the delivery and completion of the service such as towels, gowns, equipment, consumable items.

### ***Rotary***

A firm circular movement using the pads of the fingers over the surface of the scalp

### ***Salon requirements***

Any hairdressing procedures or work rules issued by salon management

### ***Sensitised hair***

Hair which has a fragile internal structure naturally or caused by mechanical, chemical and or environmental factors.

### ***Special advice prior to visit***

eg Special clothing requirements, tests required, treatments and services to avoid



### ***Square neck line***

Known as a Boston.

### ***Sterilisation***

The total destruction of microorganisms.

### ***Straight razor***

An old fashioned razor with a blade that can fold up into its handle. They are also called open razors and cut-throat razors.

### ***Tapering***

Tapering hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish

### ***Tests***

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

### ***Texturising (by cutting)***

Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift.

### ***Traction alopecia***

The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting.

### ***Trimmers***

Small clippers with smaller blades to create a closer, finer cut with more definition and detail

### ***Vibration***

A fine, gentle trembling movement of the tissues which is performed by your hand or fingers.

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